**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Importance of data and information to organisations, key legislation affecting storage, communication and disposal of data and information.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

It is also important to include all the relevant information. a report is not complete if the intended user has to find additional information.

* Timeliness

Information must be timely to serve its purpose. There is no point, for example, in receiving notification of your school’s speech night after the even has been held.

* Accuracy

Information must be accurate. Incorrect information will lead to the wrong decisions being made or problems remaining unsolved.

* Unbiasedness

It is ital. that the output from an information system remains unbiased. This means that the process must be carefully designed. Biased output will adversely distort the decision-making process and inhibit the effectiveness of any solution implemented by the user.

* Clarity

If the intended message or conclusion of a report is not clear, the effectiveness of the message will be diminished, even if all the information is included. If that information is hard to find, the report is not effective.

1. Distinguish between an organisational goal and a mission statement.

Organisational goals explain how an organisation intends to go about achieving its mission.

1. What is the role of the system goal?

The system goal explains the specific role of the information system in achieving the organisational goal.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.

Safeguards relating to the collection and use of tax file numbers by federal government agencies, protection of individual’s private information stored by federal government departments and information about people’s credit-worthiness held by credit reporting agencies and credit providers.

* 1. List the 11 information privacy principles.

Manner and purpose of collection of personal information, solicitation of personal information from individual concerned, solicitation of personal information generally, storage and security of personal information, information relating to records kept by record-keepers, access to records containing personal information, record-keeper to check accuracy etc. of personal information before use, personal information to be used only for relevant purposes, limits on use of personal information and limits on disclosure of personal information.

* 1. What amendments were made to the Privacy Act 1988 to address limitations?

Act applies to federal government departments and private companies with a turnover of more than 3 million dollars; can’t give private information to anyone else, doesn’t apply to health service or storage of health records gathered, act extends to workplace email and websites must display a privacy policy as do employers.

* 1. List the provisions under the Act from p 255.

Data process, storage and maintenance:

* Agencies have an obligation to ensure that information is accurate, up to date and complete
* Individuals can access their own records and request alterations
* Information that is stored is secure and has access restricted to those who have legitimate purposes
* And is only kept for a time frame that is reasonable in the context of the purpose the data was collected for.

Date Use:

* Date can only be used for the purpose it was collected
* Any other use must be accompanied by the consent of the individual it was collect from
* Unless there is threat to life or health or in the enforcement of the law.

1. Information Privacy Act 2000
   1. Describe the nature of this Act.

Introduced by the Victorian Government to outline the privacy obligations of state government agencies (including local councils) and contractors working for the state government. It is based on a set of 10 principles, which themselves come from the 11 information privacy principles.

1. Health Records Act 2001
   1. Why was this legislation introduced?

With the intention of protecting patients’ medical information. it was introduced separately to the IPA because it covers both public and private medical sectors; however, it is designed to fit in with the IPA.

* 1. Describe the provisions of this Act.

It allows people to access their own medical information, health privacy principles based on the 11 information privacy principles, health information can only be used for the primary purpose for which it was gathered, it also covers in greater detail the manner in which the information can be used, especially in research, establish a Health Services Commissioner, maximum penalty for an organisation is $300,000 and $60,000 for non-corporate cases.

1. Copyright Act 1968
   1. Define intellectual property and what it applies to?

Defined as any product of human thought that is unique and not self-evident. It applies to texts, videos, broadcast and computer programs. In Australian, intellectual property is protected by the Copyright Act 1968.

* 1. Describe the provisions of this Act?

This Act was amended by the Copyright Amendment Act 2000, Copyright Amendment Act 2006 and the Australia-United States Free Trade Agreement (AUSFTA).

* 1. What does the Copyright Act not apply to?

The Copyright Act does not, however, cover ideas, concepts, styles, techniques, information, names, titles, slogans, people and images of people.

* 1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

The AUSFTA included provisions that gave additional rights to performers and photographic works, extended copyright protection by an extra 20 years, introduced sanctions against people removing electronic rights management information and decrypting encoded television broadcasts, as well as playing illegal copies of CDs, DVDs, CD-ROMs and computer games.

* 1. How long does copyright apply for?

Copyright applies for the life of the creator plus 70 years. The copyright holder may not necessarily be the writer of a book, musical performer, or a film director if someone else (eg. recording company) paid for these works to be produced. Copyright can be sold.

* 1. When is copyright infringed?

If copyright material is used without permission, in one of the ways exclusively reserved to the copyright owner.

* 1. List the exemptions to copyright, p 260.

The exemptions to copyright are:

* + - Transferring and copying purchased works to other formats. For example transferring or copying music from a CD to an MP3 format. (This is for personal use only; it cannot be distributed to a third party).
    - Recording television and radio programs to watch or listen to at a later time (time shifted). (This is also only for personal use, it does not allow recordings to be distributed others).
    - There are also provisions that allow for ‘fair use’ of copyrighted works in intuitions like schools (for research or study purposes).
  1. What are the penalties for infringing copyright?

For most copyright-related criminal convictions, an individual may currently face a fine of up to $ 93,500 and/or up to five years imprisonment. An organisation may face a fine of up to five times the individual amount.

1. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      * Privacy and reputation

A person has the right, not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and not to have his or her reputation unlawfully attacked.

* + - Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including the freedom to have or to adopt a religion or belief of his or her choice; and the freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.  
A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practise or teaching.

* + - Freedom of expression

Every person has the right to hold an opinion without interference.  
Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether; orally, or in writing, or in paint, or by way of art, or in another medium chosen by him or her.  
Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary; to respect the rights and reputation of other persons; or for the protection of national security, public order, public health or public morality.

1. Spam Act 2003
   1. What is spamming?

Used to describe the process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a product or a service it is similar to junk email.

* 1. Why was the Act introduced?

The Spam Act 2003 was initiated because of problems caused by unwanted and generally unwelcomed electronically messages. Spam has many hidden costs to both businesses and to end users.

* 1. What are the three conditions that must be met by any commercial electronic message?
     + 1. The sender must have the recipient’s consent.
       2. The message must contain accurate information about the sender
       3. The message must contain some kind of ‘unsubscribe’ information or feature.
  2. What messages are covered by the Act?

Email; short message services (SMS); multimedia message service (MMS); and instant messaging (iM).

* 1. What messages are not covered by the Act?

Non-electronic messages; voice-to-voice telemarketing; the majority of ‘pop-up’ windows that appear on the internet; and messages without any commercial content that do not contain links or directions to a commercial website or location.

* 1. List the financial penalties of breaching the Act.

The max penalties under the Spam Act are substantial. A business that is found to be in breach of the Spam Act may be subject to a Court-imposed penalty of up to $220,000 for a single day’s contraventions. If a business is found to have breached the Act and breaches it again, they may be subject to a penalty of up to $1.1mil.